



Leading education
and social research
Institute of Education
University of London

Induction and Enrolment Guide 2011–12

[ioe.ac.uk/
studentinformation](http://ioe.ac.uk/studentinformation)

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Introduction

Welcome from the Director

Welcome to the Institute of Education. Getting used to a new organisation can be difficult for anyone: this enrolment and induction guide will help you from the very beginning to make the most of being a student here. I hope that it makes it easier for you to find your way around and settle in. Above all, I hope you enjoy your induction to the IOE, and that you can make an excellent start to your studies with us.

My senior colleagues and I look forward to meeting you at the Director's Tea on 12th October from 4pm onwards, in the level 4 foyer in 20, Bedford Way.

Chris Husbands
Director

Assistance for disabled students

If you have a disability and need assistance to access enrolment and induction sessions, or if you need this document in an alternative format, please contact our Disability Co-ordinator as soon as possible with your requirements. The Disability Support team provides advice and support for disabled students across the Institute.

For further information, please contact:

020 7612 6641
disabilityadmin@ioe.ac.uk

Note for PGCE students

Please use this guide to ensure you have all the information you need to begin your studies at the IOE. Some of the content in our induction sessions was covered in your Welcome Day earlier this year, but please take this opportunity to attend any sessions you may have missed, or would like to know more about, and do join in with the social events.

Note for Doctoral students

If you are enrolling for a programme through the Doctoral School you will receive a separate Doctoral School Induction Handbook. The Doctoral School will also send you details of the Doctoral School induction event as well as information on how to enrol for your studies. If you need further clarification please email doc.enquires@ioe.ac.uk



For more information about all aspects of student life at the IOE, please visit: ioe.ac.uk/studentinformation

Enrolment guide

Welcome from Registry and Student Support

Your enrolment is managed by Registry and Student Support, and we welcome you to the Institute. We make every effort to ensure your enrolment runs as smoothly as possible, and we ask you to help us by reading this guide and providing all necessary documentation.

The Student Support Centre is your first stop for advice or support during your time with us. We offer general information and advice as well as specialist and in-depth guidance with dedicated advisors on funding, disabilities support, and international student support. You can find us on level 4, opposite Costa Coffee. You can also get in touch by calling us on 020 7612 6043 or emailing enquiries@ioe.ac.uk

Staff in Registry and Student Support have adopted the AUA's Code of Professional Standards, a framework of professional values and principles requiring the highest standards of professionalism. We value our students' opinions and suggestions, and will work with you to ensure we deliver high-quality services.

Enrolment takes place in Elvin Hall on level 1. When you have enrolled you will receive your student ID card, which is also your access and library card for the Institute. Details on when and how to enrol have been sent to you by email.

Please make use of the information provided in this guide, and if you require further information on enrolment, please contact admissions@ioe.ac.uk



Remember:

- The Student Support Centre on level 4 is your first stop for advice or support
- Enrolment takes place in Elvin Hall on level 1

Enrolment: step by step...

as simple as 1, 2, 3!

Step 1: Enrolment

Please provide the following:

- Evidence you have met any outstanding conditions (see enrolment FAQs on next page)
- Evidence you have met any course specific entry requirements (see enrolment FAQs on next page)
- Degree Certificate or evidence of equivalent qualification (original plus a photocopy)
- Photo identification eg passport or driving licence (original plus a photocopy).

Step 2: Finance

If you are paying all or part of your fees, please visit the Finance point (see finance FAQs on page 6). Fees are payable either:

In full: by **cheque** or **debit/credit card**

There is a 1% discount if you pay in full within 14 days of the official programme start date.

or

in 3 instalments (one instalment at the beginning of each term):

by direct debit – initial payment of one instalment

by credit card – initial payment of one instalment

Step 3: Student ID Card

Once you have completed your enrolment, you will be able to collect your student ID card.

Please visit ioe.ac.uk/fees for more details.

You can refer to 'Finance FAQ's' on page 6 of this guide for information about tuition fee loans and sponsorship payments

Remember:

- You only receive your Student ID card when you have fully enrolled

Enrolment FAQs (frequently asked questions)

I don't have photo ID and/or my degree certificate with me. Can I still enrol? Yes, but you must provide these documents within 30 days of enrolment. **Note:** If you are an overseas student you will need your passport and visa with you for enrolment.

I have met the conditions of my offer but I don't have proof with me today. Can I still enrol? No. You must provide evidence that you meet the conditions of your offer before we can enrol you onto your programme of study.

I haven't met the conditions of my offer. Can I still enrol? It is unlikely you will be able to enrol at this time. Please visit the enrolment help point in the Elvin Hall for further advice.

Do I need a CRB check before I enrol? You will need a CRB check if we have asked for it in your offer letter. A satisfactory Enhanced Disclosure certificate obtained through the Institute of Education is a requirement of entry for all PGCE programmes (with the exception of part-time in-service PGCE /Diploma Post-Compulsory programmes; see note below) and also for the following courses:

- Graduate Certificate: Specialist Qualification In Habilitation And Disabilities Of Sight (Children and Young People)
- Graduate Diploma in Special and Inclusive Education (Disabilities of Sight)
- Graduate Diploma: Specialist Qualification In Habilitation And Disabilities Of Sight (Children and Young People)
- Special and Inclusive Education (MA/MSc)
- Child Development (MA/MSc)
- Psychology of Education
- Institute of Education/Institute of Ismaili Studies Special Programme
- Educational Psychology (DEdPsy)

We are unable to accept disclosure certificates issued to other organisations, so you will need to apply again even if you have a previous disclosure certificate. You will not be permitted to undertake research, observation or teaching practice until we have received your disclosure certificate and determined your suitability for access to these vulnerable groups. **Please note:** If you are undertaking a part-time in-service PGCE/Diploma Post-Compulsory programme, you should supply written

confirmation from your current employer (on official letterhead paper) that you are in receipt of a satisfactory Enhanced Disclosure certificate. This confirmation should include your disclosure number and its date of issue, but should **not** be a copy of your disclosure certificate. You may bring this letter with you to enrolment. For further information, please contact crb.enquiries@ioe.ac.uk

Who do I tell if my address or contact details have changed? You can make changes to your enrolment form when you enrol, and your student record will be updated.

Where can I find my Blackboard and Athens account information? This is issued to you at step 1 of the enrolment process, when you have signed your enrolment form. If you have any problems accessing your account, please go to the Computing Helpdesk in the Library or call 020 7612 6696

Where can I find information about my programme and timetable? This information is held by the programme administrator for your programme of study.

Who is my programme administrator? You can find out the name of your programme administrator from the IOE website, or from the enrolment help point.

Where do I find my student ID number? Your student ID number is on your enrolment form and on your student ID card.

When can I start to use my student ID card? It takes 24 hours for your student ID card to become active, so you can usually borrow books from the library the day after enrolment. Your student ID card is not an NUS card. NUS cards can be purchased from the Students' Union.

What if I lose my student ID card? If your student ID card is lost or damaged you will have to pay £10 for a replacement. (If your card is stolen and you provide a crime reference number a replacement card will be issued free of charge).


Example enrolment form

Your unique student ID number (also appears on your offer letter and student ID card).

Check your personal details here, and amend the form if you need to.

This section of the form is used to calculate your fees and indicate your chosen method of payment.

OFFICE USE ONLY		Completed by			
A05 code		Location code			
Conditions					
Notes					



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Enrolment form

Please check all details, complete where necessary in BLOCK CAPITALS using a ballpoint pen and then sign and date.

Personal details			Finance		OFFICE USE ONLY
Title	Surname	Forenames in full	Fee status	ELQ status	
Student ID number		Academic Year	Fees		
Contact details		Your fees for this programme this year are		Your calculated fees this year are	
Permanent address		Term time address		I am being sponsored by organisations as detailed below and I attach evidence	
Tel no.		Personal email		Sponsor	
Mobile no.		IOE email		Sponsor 1	
Course details		Other funding		Sponsor 2	
Course		Payment Balance To be paid as follows (tick as many as apply):		Amount	
Qual aim	Year of Study	Department	CASH <input type="checkbox"/>	PAYMENT FORM CREDIT CARD <input type="checkbox"/>	
Initial start date	Terms enrolling for	Credits	CHEQUE <input type="checkbox"/>	PAYMENT FORM DIRECT DEBIT <input type="checkbox"/>	SPONSOR <input type="checkbox"/>
Declaration					
I agree to the rules and regulations of the Institute of Education, University of London as detailed on the Institute website www.ioe.ac.uk .					
I have made arrangements to pay my fees and understand that I am liable for any fee that my sponsor fails to pay on my behalf.					
Signed		Date			
DATA PROTECTION Please note that the personal data you have provided will be treated in accordance with the Data Protection Act 1998, and used for the purposes of student administration, statutory returns and alumni relations.					

Here are the details of your programme of study, including the terms and number of credits.

We will communicate with you by email. Please ensure we have your correct email address and check your IOE email account regularly.

Sign here to be formally enrolled on your programme of study.

Have your documents ready for enrolment:

- Original and photocopy of passport/driving licence
- Original and photocopy of your degree certificate
- Evidence you have met the entry requirements and conditions of your offer

PGCE finance FAQs

Where and when do I pay my fees? Fees payment is step 2 of the enrolment process.

I have applied for a tuition fees loan from the Student Loans Company. What do I need to do?

If you are receiving a student loan for all or part of your tuition fees you must provide evidence of this at enrolment. Please bring your University and College Payment Advice letter and Student Finance Breakdown letter from the Student Loans Company. If you want to keep copies of these letters please arrange to make copies before providing them to us.

I don't have my student loan confirmation letter yet. Can I still enrol?

Yes, but you must bring the letter in to the Student Support Centre within 30 days. **Note:** If your loan is not approved you will be liable to pay your tuition fees. If you are having problems with your application, please either email the fees and funding office for advice; pgcefunding@ioe.ac.uk or call them on 020 7612 6119.

I have not yet applied for student finance.

How do I apply? Apply online at direct.gov.uk/studentfinance

I am being sponsored for all or part of my tuition fees. What do I need to do? If you are being sponsored for all or part of your tuition fees you must provide evidence of this at enrolment. If you do not have a letter confirming your sponsorship you must request one **as soon as possible**. If your sponsor is only paying part of your fees you will need to arrange payment of the balance.

The letter from your sponsor must be on headed paper and must state your full name, the total amount for which you are being sponsored and the address to which the invoice is to be sent. Your sponsor will be invoiced once you have enrolled. We will keep the sponsor letter, so please make sure you have a copy for your records.

How long do I have to set up my payment?

Payment must be arranged at enrolment wherever possible. If you have not arranged a method of payment, or provided evidence of sponsorship or your payment schedule within 30 days of enrolment, your access will be withdrawn.

Masters finance FAQs

Where and when do I pay my fees? Fees payment is step 2 of the enrolment process.

How can I pay? If you are paying for all or part of your fees, please visit the Finance point. Fees are payable either:

- **in full:** by cheque or debit/credit card, *or* in 3 instalments (one instalment at the beginning of each term). There is a 1% discount if you pay in full within 14 days of the official programme start date;
- **by direct debit** – initial payment of one instalment; *or*
- **by credit card** – initial payment of one instalment.

What if my payment fails? If your payment fails your access will be withdrawn, and you will incur the following charges: £25 per failed instalment to cover bank and administration costs; £150 reinstatement fee if access is withdrawn and you fail to arrange payment within two weeks.

If for any reason you think your payment may fail you must contact the finance department as soon as possible.

I am being sponsored for all or part of my tuition fees. What do I need to do? If you are being sponsored for all or part of your tuition fees you must provide evidence of this at enrolment. If you do not have a letter confirming your sponsorship you must request one as soon as possible. If your sponsor is only paying part of your fees you will need to arrange payment of the balance.

The letter from your sponsor must be on headed paper and must state your full name, the total amount for which you are being sponsored and the address to which the invoice is to be sent. Your sponsor will be invoiced once you have enrolled. We will keep the sponsor letter, so please make sure you have a copy for your records.

Please visit ioe.ac.uk/fees for more information.

Induction sessions

Welcome to the IOE – an introductory series of 6 x 10-minute talks about IOE’s facilities and services

It is recommended all students attend this one-hour session, consisting of a series of 6 x 10-minute introductory talks (listed below) from IOE staff. It contains important information to help you settle quickly into life as an IOE student. The session is repeated on a number of occasions during the induction period. Please see timetable for locations and timings at ioe.ac.uk/enrolment

1. Welcome and introduction from a member of the senior team
2. Information, Advice and Student Support
3. Introduction to the library
4. Introduction to computing services
5. Academic Writing Centre
6. Students’ Union.

International student induction (including Erasmus students)

It is recommended all students, including international students, attend the ‘Welcome to the IOE’ session (see above) and to book your place at the talks.

You will also find details of our Freshers’ Fayre, the Director’s Tea, walking tours of the Bloomsbury area and programme inductions in the timetable.

In addition, further induction sessions for international students provide useful information on topics such as immigration and visas; budgeting; travel in London; employment during your studies; applying for a UK bank account; healthcare and registering with a doctor; food and shopping.

Please see timetable for locations and timings, or for further information, please contact us either by telephone or email:

Call: 020 7612 6442

Email: iss@ioe.ac.uk

Visit: ioe.ac.uk/internationalstudents

Remember:

- Attending the IOE induction sessions will help you from the very beginning to make the most of being a student here.

Social activities

Students’ Union

Located on level 3, the IOE Students’ Union is a place to relax throughout the day. Run by students for students, it organises social events (film nights, parties, dancing); funds student-led societies; and represents the interests of IOE students. All enrolled students are automatically members of the union during their time here.

Come to the introductory ‘Welcome to the IOE’ presentation and hear the union presidents explain how the union represents and supports students; describe the services we offer and how you can get involved in the union societies, campaigns and IOE social life.

Please visit ioesu.org.uk for more information. You can also join our facebook page (search for IOE SU) or follow our updates on Twitter (twitter.com/IOESUnion).

Sports and fitness facilities

All University of London students can use Energybase health and fitness club in the University of London Students’ Union, situated on Malet Street (WC1E 7HY). There are a wide range of classes available as well as a gym, sports hall and the largest swimming pool in central London. Please visit ulu.co.uk for more information.



Services and general information

Services

Library

Once you have fully enrolled you will receive your IOE student ID card which, in addition to being your access control card, provides access to the library and all its services. You will also be issued details of your computing username and password, your library PIN and your Athens account, which provides access to electronic resources available through the library.

Library staff are ready to meet you throughout the day in the library on Level 4 of the Bedford Way building. The best way to find out more about the library collections and services is by using the library tutorial at ioe.ac.uk/library and by looking around the library itself. Librarians are also on hand to answer your questions at the library enquiry desk, on 020 7612 6080 or by email at lib.enquiries@ioe.ac.uk



Academic Writing Centre

Supporting excellence in academic writing

This centre provides support for academic reading, writing and seminar skills through short courses, workshops and one-to-one question and answer sessions. Courses are free and run during term time, with some courses offered in the evening and on Saturdays, and are intended for all students (UK/EU and international) studying at the IOE.



Academic Writing Centre Website and Online Writing Centre

Visit the Academic Writing Centre website for course brochures, timetables and registration forms at writingcentre@ioe.ac.uk

The online writing centre gives advice and guidance on academic writing, including examples of student writing at ioe.ac.uk/writingcentre

Multi-faith prayer room

The multi-faith prayer room, located in room 215, is available for use when the Institute buildings are open. Access is via the Students' Union on level 3, then down the staircase to level 2.

Bookshop

The Bookshop at the IOE stocks an extensive range of educational books including all Institute

publications and the many titles written or edited by Institute authors.

John Adams Hall

John Adams Hall is the IOE's hall of residence, providing self-catered accommodation for male and female students and visiting academics. It is a few minutes' walk from London Euston and King's Cross mainline stations and 3 minutes' walk from the Bedford Way site (see 'map of the area' for location). Visit ioe.ac.uk/jah for more information

University of London Union (ULU)

Joining ULU entitles you to use all of the services on offer, including joining a club or society, voting in elections, access to sports facilities and bars with excellent prices on food and drink. To make the most of ULU, obtain your ULU card



by visiting the ULU reception at Malet Street, London, WC1E 7HY.

Membership is free, and you will need to bring along a passport photo and proof of your student status (your IOE student ID card). For further information please visit ulu.co.uk call 020 7664 2000 or email general@ulu.lon.ac.uk

Specialist Institutions' Careers Service (SICS)

SICS offers a career planning and development service to students, graduates, post graduates and contract researchers at all stages of their careers. It runs events and seminars as well as offering one-to-one sessions on-site and at Stewart House, where you will also find the Careers Library. For further information please visit careers.lon.ac.uk

General information

Accessibility

Our main Bedford Way building is fully accessible to visitors with restricted mobility, including wheelchair users. All levels are accessible by lift. Wheelchair accessible toilets are situated on levels 1, 4 and 5.

Bedford Way room locations

Bedford Way teaching rooms are usually three-digit numbers, the first digit indicating the floor on which the room is located. For example, room 762 is on the 7th floor of the Bedford Way building. When you arrive at the correct floor, signs near the lifts point you in the right direction.

Way In / Way Out: Level 4	Clarke Hall: Level 3
Committee Rooms	Drama Studio: Level 1
CR1 – CR4: Level 4	Elvin Hall: Level 1
Library: Level 4	Jeffery Hall: Level 1
Nunn Hall: Level 4	Logan Hall: Level 1

Baby changing facilities

Baby changing facilities are available in the toilets situated on level 5 and in the Students' Union.

Key contacts and opening hours

Student Support Centre opening hours

Monday: 09.00–17.30
Tuesday: 11.00–17.30
Wednesday: 09.00–17.30
Thursday: 09.00–17.30
Friday: 09.00–16.30

Call: 020 7612 6043
Email: enquiries@ioe.ac.uk
Visit: ioe.ac.uk/studentsupport

We are here to help with any question.

Library opening hours

Monday – Thursday: 08.30–22.15
(Enquiry Desk 10.45–20.00)
Friday: 08.30–22.15
(Enquiry Desk 10.45–19.00)
Saturday: 09.30–20.00
(Enquiry Desk 09.30–17.00)
Sunday: 11.00–20.00
(No Enquiry Desk service)

Call: 020 7612 6080
Email: lib.enquiries@ioe.ac.uk

For Christmas, Easter, Bank Holiday and summer vacation variations to opening hours, please visit ioe.ac.uk/library

Academic Writing Centre

Academic Writing Centre Office,
Room 602, Bedford Way
Call: 020 7612 6723
Fax: 020 7612 6177
Email: writingcentre@ioe.ac.uk
Head of Centre: Lesley Jane Gourlay
Administrator: Juberia Khatun

John Adams Hall

Call: 020 7911 5300 (select Option 1)
Email: jah@ioe.ac.uk
Administration Team: Mon-Fri: 0800–1800
Wardens: 07899 894 908 (Mon–Fri 1700–0800, weekends and bank holidays 24hrs)
Security Officers: 07899 896 603 (Mon–Fri 1800–2300, weekends 1100–2300)

Recruitment and Admissions

(for queries on enrolment)
Call: 020 7612 6100
Email: admissions@ioe.ac.uk



CRB (Criminal Records Bureau) enquiries

Call: 020 7612 6044
Fax: 020 7612 6097
Email: crb.enquiries@ioe.ac.uk

Disability Support

Call: 020 7612 6641
Fax: 020 7612 6185
Email: disabilityadmin@ioe.ac.uk

Welfare

Call: 020 7612 6112
Fax: 020 7612 6185
Email: b.woods@ioe.ac.uk

International Students' Support

Call: 020 7612 6442
Fax: 020 7612 6185
Email: iss@ioe.ac.uk

Fees and Funding

(PGCE/Undergraduate programmes)
Call: 020 7612 6119
Fax: 020 7612 6097
Email: studentfunding@ioe.ac.uk

Fees and Funding

(Funding for masters programmes)
Call: 020 7612 6112
Fax: 020 7612 6185
Email: b.woods@ioe.ac.uk

Finance Department/Cashiers

Call: 020 7612 6180
Email: cashier@ioe.ac.uk

IOE Students' Union

Call: 020 7612 6167
Email: s.tufail@ioe.ac.uk
Visit: ioesu.org.uk

Travel information



Public transport

Underground, train and bus connections to the IOE are excellent. The nearest underground station is Russell Square, and the following underground and national rail stations are within a short walking distance: Euston, Euston Square, Goodge Street, Holborn, King's Cross St Pancras, Tottenham Court Road, Warren Street. For online travel information visit tfl.gov.uk



Oyster card

Full-time students may be entitled to apply for an 18+ Student Oyster card. The Institute of Education participates in the online application scheme. To check your eligibility and apply online, visit tfl.gov.uk/tickets



Travel by car

There are no parking facilities on site, except for disabled students. There are a number of car parks nearby. The IOE is inside the congestion charging zone.

There are dedicated accessible parking spaces for visitors with disabilities. For more information, please contact the Disabilities Support on 020 7612 6604.



London Olympics 2012

Please be aware that during the Olympic games in 2012 there will be some disruption to normal London travel. We will circulate further information regarding this as the games approach.



Note:

- For enquiries about your enrolment contact Recruitment and Admissions: admissions@ioe.ac.uk
- For general enquiries contact Student Support: enquiries@ioe.ac.uk

Local map

John Adams Hall
15-23 Endsleigh Street
London WC1H 0DP

Institute of Education
20 Bedford Way
London WC1H 0AL



University of London Union
Malet Street
London WC1E 7HY

SICS Careers Service
Stewart House
32 Russell Square
London WC1B 5DN

Remember:

- For sports and fitness facilities and more, visit the University of London Students' Union.

Action in an emergency

Fire

Raise the alarm: dial 5555 or break glass at nearest call point. Evacuate room, closing windows and doors.

If alarm bells ring:

Intermittently:

Prepare to evacuate the building; close windows and doors; turn off any equipment that is unsafe to leave unattended.

Continuously:

Leave building immediately: follow fire exit signs to your nearest exit; assemble in Woburn Square; obey instructions of Fire Marshals.

- Do not use lifts
- Do not return to halls or rooms to collect personal belongings
- Do not re-enter building until authorised.

If you are in charge of a group, ensure that they keep together and follow the above instructions.

If you find an unexplained package

Do not touch it. Contact Reception or dial 5555. Await instructions. If the decision is taken to evacuate, alarm bells will ring continuously (ie there will be no intermittent warning). Leave the building immediately. If easily accessible, take your belongings with you.

If you have an accident or require first aid

If a First Aider is not available, please contact Reception or dial 5555. Ensure the accident is recorded.

Theft or possible intruder

Report details to Reception or dial 5555. Do not call the police.

Lost property

Lost property is held at Reception on Level 4. Contact Reception or phone 6136.

Institute of Education, London
20 Bedford Way
London WC1H 0AL

Telephone 020 7612 6000
Email info@ioe.ac.uk

ioe.ac.uk/studentinformation

Follow our updates on twitter: twitter.com/IOE_London